

# Department of Safety and Professional Services

## Agency Performance Dashboard

Q2 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Economic Development

### Plan review time

#### Metric Definition

The number of days between a customer's requested plan review date and the department's initial execution of review.

Goal Met	Current	Previous	Target	Trend
✓	12.61 days	13.27 days	13 days	↑

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** Prompt plan review is crucial in allowing businesses to begin construction, hire workers, and further contribute to Wisconsin's economy. During the first quarter of Fiscal Year 2018, the department saw a substantial increase in plan submittals. This is a positive sign of a strong economy and also accounts for the longer timeframe for plan review as staff managed an increased workload.

## Reform and Innovation

### Prescription Drug Monitoring Program (PDMP) - new users

#### Metric Definition

Total number of healthcare and law enforcement professionals that have registered for new user accounts to access the PDMP.

Goal Met	Current	Previous	Target	Trend
✓	1,839	2,421	750	↓

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** DSPS conducts a robust outreach program to encourage healthcare professionals to register for and utilize the PDMP. Data show that access to PDMP data can help decrease prescription drug abuse and overprescribing of prescription medications.

The PDMP is an online database that contains information about scheduled prescription drugs dispensed in Wisconsin. Healthcare professionals can access the database to make better-informed prescribing decisions. The PDMP is an important tool in the fight against prescription drug abuse. NOTE: DSPS launched the new ePDMP system on 1/17/17. All users of the previous system were required to re-register. Target metrics and previous quarter metrics are therefore not necessarily representative of the actual trend.

#### Prescription Drug Monitoring Program (PDMP) - user queries

##### Metric Definition

The number of PDMP data queries performed by registered users.

Goal Met	Current	Previous	Target	Trend
✓	1,814,829	1,757,398	300,000	↑

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** The number of PDMP data queries is used to assess the success and efficiency of the PDMP. Data shows that access to PDMP data can help decrease prescription drug abuse and overprescribing of prescription medications.

The PDMP is an online database that contains information about scheduled prescription drugs dispensed in Wisconsin. Healthcare professionals can access the database to make better-informed prescribing decisions. The PDMP is an important tool in the fight against prescription drug abuse NOTE: Beginning on April 1, 2017, healthcare professionals who prescribe controlled substance drugs are required to review a patient's PDMP report prior to writing the prescription in most cases. DSPS has been educating and training about the change to increase prescriber utilization in anticipation of the new requirement. Target metrics and previous quarter metrics are therefore not necessarily representative of the actual trend.

## Efficient and Effective Services

#### License renewal processing time

##### Metric Definition

The number of days from submission of a complete application for licensure renewal and the DSPS approval or denial determination.

Goal Met	Current	Previous	Target	Trend
✗	4.5 days	5 days	4 days	↑

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** Prompt license renewal ensures that professionals can continue to practice unimpeded, protecting the professional's ability to continue in the workforce. Note: January's processing time on average was three days. Due to a large volume of license-holders renewing in March, processing time decreased.

# Customer/Taxpayer Satisfaction

Customer satisfaction levels

Metric Definition

Self-reported satisfaction levels gathered from responses to the DSPS customer service survey.

Goal Met	Current	Previous	Target	Trend
✓	96.23%	96.22%	90%	↑

Reporting Cycle:

Quarterly (October 1 - December 31)

Additional Details:

This data is a measure of customer-reported levels of satisfaction. DSPS' goal is to provide a pleasant experience for our customers, while serving them efficiently and promptly.

Timely complaint resolution

Metric Definition

Percentage of current pending cases that are within the DSPS 18-month case closure goal.

Goal Met	Current	Previous	Target	Trend
✗	91%	92%	95%	↓

Reporting Cycle:

Quarterly (October 1 - December 31)

Additional Details:

DSPS receives nearly 3,000 complaints against credential holders each year. Cases opened by DSPS are thoroughly investigated to determine whether unprofessional conduct has occurred and are reviewed by attorneys, professional boards, and sections to determine if discipline is warranted. Occasionally, factors outside of DSPS' control may elongate the complaint resolution time-frame.

Customer service center call handling time

Metric Definition

Length of time that a DSPS customer speaks to a customer service representative.

Goal Met	Current	Previous	Target	Trend
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2:37

2:51

2:30-3:00



**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** DSPS customer service representatives are trained to answer customer questions accurately and efficiently.

### License Look-Up usage

#### Metric Definition

The number of times that consumers have used the DSPS website to verify a licensed professional.

Goal Met	Current	Previous	Target	Trend
✓	534,788	526,133	315,000	↑

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** The DSPS License Look-Up app is an important consumer protection tool that verifies licensed professionals in Wisconsin.

## Open and Transparent Government

### Total number of public records requests received

#### Metric Definition

Total number of public records requests received .

Current	Previous	Trend
131	220	↓

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

### Total number of public records requests completed

#### Metric Definition

Total number of public records requests received.

Current	Previous	Trend
129	219	↓

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter. Note: some open records requests may have been completed in the current quarter although they were received in the previous quarter.

Average time taken to fulfill public records requests

**Metric Definition**

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	3 days	2 days	10 days	↓

**Reporting Cycle:** Rolling average updated quarterly (July 1, 2017 - September 30, 2017)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

**Metric Definition**

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔


**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

#### Percentage of current employees completing public records training

##### Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
	TBD	100%	100%	N/A



**Reporting Cycle:** Annual (March 1, 2017 - February 28, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

#### Percentage of new employees completing public records training

##### Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

**Reporting Cycle:** Rolling average updated Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

#### Percentage of exiting employees that received notice of public records retention obligations

##### Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (October 1 - December 31)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.